Enterprise Incident Report October 2012

As of 11/1/2012

Insurance

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Insurance	Application Services	Bart Purser	0 0	2 0	2 0
		Chad Fowers	0 0	1 0	1 0
		Danielle Hood	0 0	1 0	1 0
		Martin Gonzalez	0 0	1 1	1 1
		None	0 0	1 0	1 0
		Paul Lundell	0 0	1 0	1 0
		Terry Forsgren	0 0	1 0	1 0
		Tony Larsen	1 0	5 0	6 0
		Assigned to Individual Total	1 0	13 1	14 1
	Application Support - UID	Carl Meek	0 0	1 0	1 0
		Scott VanderLinden	0 0	3 0	3 0

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As of **11/1/2012**

Insurance

			High	Low	FCR Total
Insurance	Application Support - UID	**Assigned to Individual** **Total**	0 0	4 0	4 0
	Capitol Desktop Support	Paul Ross	1 1	120 105	121 106
		Scott Wunderlich	0 0	1 0	1 0
		Assigned to Individual **Total**	1 1	121 105	122 106
	Capitol Hosting	Joe Benson	0 0	1 0	1 0
		Assigned to Individual **Total**	0 0	1 0	1 0
	Desktop Services Management	Corona Ngatuvai	0 0	1 0	1 0
		Assigned to Individual **Total**	0 0	1 0	1 0
	Enterprise Security	Bart Grant	0 0	1 0	1 0
		Garry Gregson	0 0	1 0	1 0
		Assigned to Individual **Total**	0 0	2 0	2 0
	Help Desk	Brenda Treadway	0 0	3 3	3 3
		James Stearns	0 0	1 1	1 1
		Julie VanBeekum	0 0	1 1	1 1

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Insurance

			High	Low	FCR Total
Insurance	Help Desk	None	0 0	1 0	1 0
		Vicky Marrelli	0 0	1 1	1 1
		Assigned to Individual Total	0 0	7 6	7 6
	Metro A Help Desk	Ed Conrad	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Assigned Group Total		2 1	150 113	152 114
Customer Company Total			2 1	150 113	152 114

Insurance

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

| | | | **Top Number - Total Incidents** | | |
| | | | **Bottom Number - Missed Inital Response** | | |
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**MIR Total**
Insurance	Application Services	Bart Purser	0 0	2 0	2 0
		Chad Fowers	0 0	1 0	1 0
		Danielle Hood	0 0	1 0	1 0
		Martin Gonzalez	0 0	1 0	1 0
		None	0 0	1 0	1 0
		Paul Lundell	0 0	1 1	1 1
		Terry Forsgren	0 0	1 0	1 0
		Tony Larsen	1 0	5 0	6 0
		Assigned to Individual Total	1 0	13 1	14 1
	Application Support - UID	Carl Meek	0 0	1 1	1 1
		Scott VanderLinden	0 0	3 1	3 1

Insurance

			High	Low	MIR Total
Insurance	Application Support - UID	Assigned to Individual Total	0 0	4 2	4 2
	Capitol Desktop Support	Paul Ross	1 0	120 0	121 0
		Scott Wunderlich	0 0	1 1	1 1
		Assigned to Individual Total	1 0	121 1	122 1
	Capitol Hosting	Joe Benson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Desktop Services Management	Corona Ngatuvai	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Enterprise Security	Bart Grant	0 0	1 0	1 0
		Garry Gregson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Help Desk	Brenda Treadway	0 0	3 0	3 0
		James Stearns	0 0	1 0	1 0
		Julie VanBeekum	0 0	1 0	1 0

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Insurance

			High	Low	MIR Total
Insurance	Help Desk	None	0 0	1 0	1 0
		Vicky Marrelli	0 0	1 0	1 0
		Assigned to Individual Total	0 0	7 0	7 0
	Metro A Help Desk	Ed Conrad	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		2 0	150 4	152 4
Customer Company Total			2 0	150 4	152 4

Insurance

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents		
			Bottom Number -Average time in hours		
			High	Low	ATTIR Total
Insurance	Application Services	Bart Purser	0 0.00	2 0.14	2 0.14
		Chad Fowers	0 0.00	1 0.63	1 0.63
		Danielle Hood	0 0.00	1 0.14	1 0.14
		Martin Gonzalez	0 0.00	1 0.99	1 0.99
		None	0 0.00	1 0.17	1 0.17
		Paul Lundell	0 0.00	1 1.59	1 1.59
		Terry Forsgren	0 0.00	1 0.14	1 0.14
		Tony Larsen	1 0.85	5 0.38	6 0.46
		Assigned to Individual Total	1 0.85	13 0.45	14 0.48
	Application Support - UID	Carl Meek	0 0.00	1 77.90	1 77.90
		Scott VanderLinden	0 0.00	3 1.33	3 1.33

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As of **11/1/2012**

Insurance

			High	Low	ATTIR Total
Insurance	Application Support - UID	**Assigned to Individual Total**	0 0.00	4 20.47	4 20.47
	Capitol Desktop Support	Paul Ross	1 0.00	120 0.05	121 0.05
		Scott Wunderlich	0 0.00	1 1.38	1 1.38
		Assigned to Individual Total	1 0.00	121 0.06	122 0.06
	Capitol Hosting	Joe Benson	0 0.00	1 0.73	1 0.73
		Assigned to Individual Total	0 0.00	1 0.73	1 0.73
	Desktop Services Management	Corona Ngatuvai	0 0.00	1 0.11	1 0.11
		Assigned to Individual Total	0 0.00	1 0.11	1 0.11
	Enterprise Security	Bart Grant	0 0.00	1 0.99	1 0.99
		Garry Gregson	0 0.00	1 0.40	1 0.40
		Assigned to Individual Total	0 0.00	2 0.69	2 0.69
	Help Desk	Brenda Treadway	0 0.00	3 0.00	3 0.00
		James Stearns	0 0.00	1 0.14	1 0.14
		Julie VanBeekum	0 0.00	1 0.00	1 0.00

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Insurance

			High	Low	ATTIR Total
Insurance	Help Desk	None	0 0.00	1 0.00	1 0.00
		Vicky Marrelli	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	7 0.02	7 0.02
	Metro A Help Desk	Ed Conrad	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Assigned Group Total		2 0.42	150 0.65	152 0.65
Customer Company Total			2 0.42	150 0.65	152 0.65

Insurance

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Resolution		
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**MR Total**
Insurance	Application Services	Bart Purser	0 0	2 0	2 0
		Chad Fowers	0 0	1 0	1 0
		Danielle Hood	0 0	1 1	1 1
		Martin Gonzalez	0 0	1 0	1 0
		None	0 0	1 0	1 0
		Paul Lundell	0 0	1 0	1 0
		Terry Forsgren	0 0	1 0	1 0
		Tony Larsen	1 1	5 0	6 1
		Assigned to Individual Total	1 1	13 1	14 2
	Application Support - UID	Carl Meek	0 0	1 1	1 1
		Scott VanderLinden	0 0	3 0	3 0

Insurance

			High	Low	MR Total
Insurance	Application Support - UID	**Assigned to Individual Total**	0 0	4 1	4 1
	Capitol Desktop Support	Paul Ross	1 0	120 0	121 0
		Scott Wunderlich	0 0	1 0	1 0
		Assigned to Individual Total	1 0	121 0	122 0
	Capitol Hosting	Joe Benson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Desktop Services Management	Corona Ngatuvai	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Enterprise Security	Bart Grant	0 0	1 0	1 0
		Garry Gregson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Help Desk	Brenda Treadway	0 0	3 0	3 0
		James Stearns	0 0	1 0	1 0
		Julie VanBeekum	0 0	1 0	1 0

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Insurance

			High	Low	MR Total
Insurance	Help Desk	None	0 0	1 0	1 0
		Vicky Marrelli	0 0	1 0	1 0
		Assigned to Individual Total	0 0	7 0	7 0
	Metro A Help Desk	Ed Conrad	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		2 1	150 3	152 4
Customer Company Total			2 1	150 3	152 4

Insurance

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Insurance	Application Services	Bart Purser	0 0.00	2 1.63	2 1.63
		Chad Fowers	0 0.00	1 2.63	1 2.63
		Danielle Hood	0 0.00	1 8.25	1 8.25
		Martin Gonzalez	0 0.00	1 2.42	1 2.42
		None	0 0.00	1 0.17	1 0.17
		Paul Lundell	0 0.00	1 1.60	1 1.60
		Terry Forsgren	0 0.00	1 0.36	1 0.36
		Tony Larsen	1 3.14	5 2.69	6 2.77
		Assigned to Individual Total	1 3.14	13 2.48	14 2.52
	Application Support - UID	Carl Meek	0 0.00	1 77.90	1 77.90
		Scott VanderLinden	0 0.00	3 1.39	3 1.39

Insurance

			High	Low	ATTR Total
Insurance	Application Support - UID	**Assigned to Individual Total**	0 0.00	4 20.52	4 20.52
	Capitol Desktop Support	Paul Ross	1 0.00	120 0.10	121 0.10
		Scott Wunderlich	0 0.00	1 1.64	1 1.64
		Assigned to Individual Total	1 0.00	121 0.11	122 0.11
	Capitol Hosting	Joe Benson	0 0.00	1 4.17	1 4.17
		Assigned to Individual Total	0 0.00	1 4.17	1 4.17
	Desktop Services Management	Corona Ngatuvai	0 0.00	1 76.95	1 76.95
		Assigned to Individual Total	0 0.00	1 76.95	1 76.95
	Enterprise Security	Bart Grant	0 0.00	1 2.75	1 2.75
		Garry Gregson	0 0.00	1 1.54	1 1.54
		Assigned to Individual Total	0 0.00	2 2.15	2 2.15
	Help Desk	Brenda Treadway	0 0.00	3 0.00	3 0.00
		James Stearns	0 0.00	1 0.14	1 0.14
		Julie VanBeekum	0 0.00	1 0.00	1 0.00

Insurance

			High	Low	ATTR Total
Insurance	Help Desk	None	0 0.00	1 0.00	1 0.00
		Vicky Marrelli	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	7 0.02	7 0.02
	Metro A Help Desk	Ed Conrad	0 0.00	1 0.20	1 0.20
		Assigned to Individual Total	0 0.00	1 0.20	1 0.20
	Assigned Group Total		2 1.57	150 1.47	152 1.47
Customer Company Total			2 1.57	150 1.47	152 1.47

Insurance

Detail

INC000000567858	Jaimee George	Application	Error	Citrix ICA Client		TIR Missed: No		0.11
	Desktop Services Management	Corona Ngatuvai	Insurance	Low	Closed	TTR Missed: Yes		76.95
INC000000574178	Judy Nako	Application	Password	TeamMate Audit System		TIR Missed: Yes		77.90
	Application Support - UID	Carl Meek	Insurance	Low	Closed	TTR Missed: Yes		77.90
INC000000582748	Tammy Minson	Application	None	Novell GroupWise		TIR Missed: No		0.44
	Application Services	Tony Larsen	Insurance	Low	Closed	TTR Missed: No		3.52
INC000000582982	Jenifer Christian	None	None	None		TIR Missed: No		0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No		
INC000000584441	Tanji Northrup	Application	Error	Adobe Flash		TIR Missed: No		0.00
	Help Desk	None	Insurance	Low	Closed	TTR Missed: No		0.00
INC000000585556	Gail Fielding	Application	None	Novell GroupWise		TIR Missed: No		0.48
	Application Services	Tony Larsen	Insurance	Low	Closed	TTR Missed: No		1.41
INC000000585845	Jilene Whitby	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No		0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No		0.00
INC000000585849	Tammy Minson	Application	Password	PGP		TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Insurance	Low	Closed	TTR Missed: No		0.00
INC000000585924	Mark Wiedeman	None	None	None		TIR Missed: No		0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No		0.00
INC000000585941	Nancy Askerlund	None	None	None		TIR Missed: No		0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No		0.00
INC000000586133	Tanji Northrup	None	None	None		TIR Missed: No		0.40
	Enterprise Security	Garry Gregson	Insurance	Low	Closed	TTR Missed: No		1.54
INC000000586331	Brett Barratt	None	None	None		TIR Missed: No		0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No		0.00
INC000000586445	Grace Reinhart	None	None	None		TIR Missed: No		0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No		0.00
INC000000586478	Sandra Christensen	None	None	None		TIR Missed: No		0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No		0.00
INC000000586482	Eric Showgren	None	None	None		TIR Missed: No		0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No		
INC000000586705	Grace Reinhart	None	None	None		TIR Missed: No		0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No		0.00

Insurance

INC000000586783	Dwight G Christensen	Mobile Devices	None	BlackBerry Configuration		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000586785	Tomasz Serbinowski	Application	Error	Internet Explorer		TIR Missed: No	0.17
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.54
INC000000586899	Tanji Northrup	Application	None	None		TIR Missed: No	0.20
	Application Services	Tony Larsen	Insurance	Low	Closed	TTR Missed: No	2.11
INC000000586916	Tammy Minson	Telecom	Coverage Path	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000587015	Tanji Northrup	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000587511	Brett Barratt	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000587515	Brett Barratt	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000587521	Patrick Lee	Application	Error	Novell GroupWise		TIR Missed: No	0.99
	Application Services	Martin Gonzalez	Insurance	Low	Closed	TTR Missed: No	2.42
INC000000588328	Grace Reinhart	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000588440	Daryl Bell	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000588658	Jilene Whitby	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000588663	David Snowball	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000589027	Dan Applegarth	Application	Error	Citrix ICA Client		TIR Missed: No	0.85
	Application Services	Tony Larsen	Insurance	High	Closed	TTR Missed: Yes	3.14
INC000000589077	Laura Shepherd	None	None	None		TIR Missed: Yes	1.38
	Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Closed	TTR Missed: No	1.64
INC000000589507	Shane Tiernan	Mobile Devices	Error	iPhone		TIR Missed: No	0.14
	Application Services	Danielle Hood	Insurance	Low	Closed	TTR Missed: Yes	8.25
INC000000589785	Jeff Hawley	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000589940	Jilene Whitby	Application	None	None		TIR Missed: No	0.18
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.18

Insurance

INC000000590133	Dan Applegarth	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.34
INC000000590425	Linda Hardy	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000590996	Tomasz Serbinowski	PC/Laptop	Hardware	None	TIR Missed: No	0.13
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.13
INC000000591006	Daniel Rodriguez	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	
INC000000591010	Sandy Glaze	Network	Error	None	TIR Missed: No	0.73
	Capitol Hosting	Joe Benson	Insurance	Low	Closed	TTR Missed: No	4.17
INC000000591022	Tanji Northrup	Application	Reporting	None	TIR Missed: No	0.65
	Application Support - UID	Scott VanderLinden	Insurance	Low	Closed	TTR Missed: No	0.84
INC000000591167	Dwight G Christensen	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000591442	Dan Applegarth	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.18
INC000000591761	Troy Stover	Application	Error	Novell GroupWise	TIR Missed: No	0.51
	Application Services	Tony Larsen	Insurance	Low	Closed	TTR Missed: No	0.84
INC000000591809	Troy Stover	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000591868	Jilene Whitby	Application	Error	Microsoft Office Word Viewer	TIR Missed: No	0.13
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.72
INC000000591871	Anna Weidauer	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000592552	Paul Throckmorton	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000592760	Victoria Wang	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000592845	Eric Showgren	Application	None	None	TIR Missed: No	0.39
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.40
INC000000592851	Eric Showgren	Application	None	None	TIR Missed: No	0.64
	Application Support - UID	Scott VanderLinden	Insurance	Low	Closed	TTR Missed: No	0.64
INC000000593008	Eric Showgren	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

Insurance

INC000000593080	Tomasz Serbinowski	Application	Password	PGP		TIR Missed: No	0.40
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.40
INC000000593089	Sandy Glaze	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000593415	David Flores	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000593429	Dan Applegarth	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000593627	Jaimee George	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000593739	Michelle M White	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000593767	Armand Glick	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000593773	David Flores	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000593793	Ramona Goodwin	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000593800	Jeff Hawley	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000593804	Hermoliva Abejar	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000593809	Betsy Jerome	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000593813	Malis Rasmussen	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000593817	Jenifer Christian	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000593824	Eric Showgren	Application	Reporting	SIRCON Commercial		TIR Missed: Yes	2.69
Application Support - UID	Scott VanderLinden	Insurance	Low	Closed	TTR Missed: No	2.69
INC000000593825	Lorry Herrera	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000593835	Allen Hart	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

Insurance

INC000000593848	Tammy Minson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000593856	Wendy Reves	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000593863	Colette Sawyer	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000593869	Victoria Wang	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000593877	Michael Covington	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000593896	Connie Nowland	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000593901	Angela M Martinez	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000593920	Jordan Tolman	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000593927	Karon Hardman	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000593933	Heidi Petermann	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000593954	Marilyn Thorstensen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000593968	Jaimee George	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000593975	Sandy Glaze	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000593985	Brett Barratt	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000593992	Anna Weidauer	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000593998	Jilene Whitby	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000594011	Tamara Greening	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

Insurance

INC000000594016	Jake W Garn	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000594023	Mark Kleinfield	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000594030	Diane Perucca	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000594044	Cathy Burton	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000594053	Randy Overstreet	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000594125	Aaron Phillips	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000594214	Teresa Trusty	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000594222	Doyle Christensen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000594226	Tracy Klausmeier	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000594230	Betsy Jerome	Application	Error	None		TIR Missed: No	0.36
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.46
INC000000594272	Beth Crim	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000594277	Brent Oscarson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000594294	Steven B Price	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000594321	Shane Sadler	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000594323	Neal Gooch	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	High	Closed	TTR Missed: No	0.00
INC000000594327	Weimei Ye	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000594333	Donald Catmull	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

Insurance

INC000000594343	Nancy Askerlund	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000594345	William Stimpson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000594354	David Snowball	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000594567	Daryl Bell	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000594579	David A Stauffer	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000594586	Shane Tiernan	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000594597	Rudy VanBeekum	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000594599	Reed Kartchner	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000594608	Ned Shimizu	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000594615	Dwight G Christensen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000594636	Luanne Winters	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000594664	Betsy Jerome	Application	Error	Internet Explorer		TIR Missed: No	0.64
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.64
INC000000594677	Julie Ann Chytraus	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000594698	Lisa A Peterson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000594711	Shane Sadler	Application	Error	Citrix ICA Client		TIR Missed: No	0.14
	Application Services	Terry Forsgren	Insurance	Low	Resolved	TTR Missed: No	0.36
INC000000594773	Betsy Jerome	None	None	None		TIR Missed: No	0.99
	Enterprise Security	Bart Grant	Insurance	Low	Resolved	TTR Missed: No	2.75
INC000000594861	Shane Sadler	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00

Insurance

INC000000595587	Eric Showgren	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000595672	Dan Applegarth	Application	Error	Internet Explorer	TIR Missed: No	0.21
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.68
INC000000595709	Paul Anderton	PC/Laptop	Hardware	None	TIR Missed: No	0.05
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	1.11
INC000000595726	Tamara Greening	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.06
INC000000595930	Sandra Halladay	Network	Error	Cisco AnyConnect VPN Client	TIR Missed: No	0.35
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.41
INC000000596141	Paul Throckmorton	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000596145	Paul Throckmorton	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000596221	Linda Hardy	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000596228	Suzette D Green-Wright	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000596242	Suzette D Green-Wright	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000596434	Allen Hart	Application	Error	Citrix ICA Client	TIR Missed: No	0.18
	Application Services	Bart Purser	Insurance	Low	Resolved	TTR Missed: No	2.36
INC000000596466	Colette Sawyer	Application	None	Citrix ICA Client	TIR Missed: No	0.10
	Application Services	Bart Purser	Insurance	Low	Resolved	TTR Missed: No	0.91
INC000000596648	Paul Throckmorton	Application	Error	None	TIR Missed: No	0.14
	Help Desk	James Stearns	Insurance	Low	Resolved	TTR Missed: No	0.14
INC000000596985	Diane Perucca	Application	None	Utah Master Directory	TIR Missed: No	0.63
	Application Services	Chad Fowers	Insurance	Low	Resolved	TTR Missed: No	2.63
INC000000597297	Daniel Rodriguez	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	
INC000000597422	Julie Ann Chytraus	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000598368	Jilene Whitby	Application	Error	WinZip	TIR Missed: No	0.59
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	1.23

Insurance

INC000000598594	Tammy Minson	Application	None	Internet Explorer		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Insurance	Low	Resolved	TTR Missed: No	0.20
INC000000599336	Suzette D Green-Wright	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000599454	Mary Dy	Application	None	Novell GroupWise		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000599729	Suzette D Green-Wright	None	None	None		TIR Missed: Yes	1.59
Application Services	Paul Lundell	Insurance	Low	Resolved	TTR Missed: No	1.60
INC000000599747	Sandra Halladay	Application	None	Internet Explorer		TIR Missed: No	0.90
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.90
INC000000599779	Cathy Burton	Application	Error	SIRCON Commercial		TIR Missed: No	0.46
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.70
INC000000600120	Tanji Northrup	Application	None	Microsoft Windows 7		TIR Missed: No	0.94
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.94
INC000000600252	Reed Kartchner	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000600260	Shane Tiernan	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000600343	Suzette D Green-Wright	None	None	None		TIR Missed: No	0.27
Application Services	Tony Larsen	Insurance	Low	Resolved	TTR Missed: No	5.59
INC000000600667	Suzette D Green-Wright	None	None	None		TIR Missed: No	0.17
Application Services	None	Insurance	Low	Resolved	TTR Missed: No	0.17
INC000000600832	Mark Wiedeman	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000600861	Connie Nowland	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000600997	Shane Sadler	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.13
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.49
INC000000601046	Shane Sadler	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000601140	Jilene Whitby	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000601351	Nancy Askerlund	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00